

# Public Employees' Retirement Fund

June Results - Version I

## Agency Mission:

"We are committed to serve, through exceptional customer service, employers, our members and their families, in achieving their retirement goals and financial security."

Director Terren Magid  
GEFP Liaison Tad DeHaven

## Statewide Initiatives:

Annual Savings and Efficiency Gains  
One-Time Savings and Efficiency Gains  
Competitive Sourcing Participation

## YTD FY 2008

\$32K
\$696.7K
\$0

## 7/01/07 to Current

Investments: Termination of Plexus Group services (trade execution analysis provide  
Finance: Clean up of outstanding check project = \$683.2K  
Finance: W & C keeping change form <10 to <24 employees = \$4.2K  
Finance: Surplus furniture - cost avoidance = \$9.3K

## Agency Metrics:

### Financial Performance

#### Plan Performance

5-year actual return versus target return

1.6%

>0% <0%

#### Manager Performance

3-year actual return versus benchmark return

-1.1%

>0% <0%

### Customer Service

#### Benefits

Percentage of distributions processed in 30 days or less

96%

95% 80% - 94%

Percentage of retirements without payment interruption

97%

95% 80% - 94%

#### Call Center

Percentage of calls answered in less than 30 seconds

82%

75% 60% - 74%

#### Customer Satisfaction

Customer satisfaction index

86.8%

90% 75% - 89%

### System Measures

#### % Automated Account Transactions

% of automated transactions

44.56%

50% 25% - 49%

### Fundamental Agency Change Initiatives

**Internal Controls:** Procedures - Year to date (126) approved and (44) are in review

**Business Technology Enhancements:** Business Continuity Plan: Complete

**Retirement Planning:** Launched Regional Services Team

**Human Resources:** Campus recruiting - Complete and Goal Setting - Complete